

INsight™ SYSTEM ASSESSMENTS FOR QUALITY, RISK AND SAFETY



OUT OF HOURS SERVICE PROVIDERS

What Is an INsight™ System Assessment?

An INsight system assessment is a multidimensional organisation-wide patient safety, risk and quality systems assessment. It helps you determine if your systems are robust, reliable and effective enough to support your organisation's governance responsibilities to ensure quality. It draws on the national standards for Out of Hours Primary Care commissioners and providers and with which they must comply.

Significantly, an INsight system assessment enables Out of Hours commissioners and providers to ensure that the recommendation of the Panel Report of the Serious Untoward Incident Investigation into the death of Penny Campbell, namely that there be an independent risk assessment, is met. Looking forward it will also provide a foundation to meeting any accreditation standards as a result of Lord Darzi's recommendations.

Carried out with reference to current guidance, the system assessment covers both operational and organisational aspects of service delivery, looking at areas such as;

- Patient contact with the provider and call handling arrangements
- Nurse triage and consultations
- Arrangements at the walk in centre and for home visits
- Staffing arrangements, including recruitment and training
- Management and storage of drugs, including controlled drugs
- Arrangements for reporting adverse events and the organisation's capacity to learn from them
- Communication generally, including subsequent contact with the patient's practice
- Record keeping and compliance with guidelines
- Health and safety matters, infection control and the management of equipment
- Review of the complaints procedure

What an INsight System Assessment involves

An INsight system assessment involves an on site visit to the Out of Hours provider from one of our systems and risk consultants, many of whom have a clinical background as well as many years' experience in this area. The length of the visit will depend on the size of the organization. The consultant will hold confidential interviews with staff members from a variety of disciplines in order to gain an insight into working practices and perceived risks. They will visit Walk in Centres to meet key staff and review the facilities and systems.

Following the visit you will receive a report, setting out our recommendations and findings. Our recommendations are practical and action-oriented, giving you a sound basis to make the best decisions to improve patient care, increase safety, and reduce risk.

.....Additionally, INsight Patient Safety Culture Survey

There is increasing evidence that quality, safety and risk in organisations is linked to an organisations “safety culture” and before the visit each member of staff will be issued with our proprietary INsight survey tool for completion. This looks at a range of “safety culture” markers such as communication, reporting and learning from adverse events, leadership and teamworking etc.

Completion of the tool is anonymous and survey results are provided along with our report. The report will provide internal and external benchmarking to measure the organisation’s improvement over time as a result of the potential to repeat the survey at agreed intervals.

The benefits of INsight

A number of benefits will result from undertaking the INsight route -

- It will assist in meeting current service standards including the National Quality Requirements in the Delivery of Out of Hours Services , Standards for Better Health, and set provide a sound foundation for meeting new accreditation requirements
- Provide a basis and confidence to make the best decisions to improve patient care, increase safety and reduce risk
- Gives an insight into the “safety culture” of the organization and provides the capacity, as a result of internal and external benchmarking reports, to measure organizational improvement over time.

Surely benefits worth having.....

Take the next step

For more information or to book an INsight System Assessment and Patient Safety Culture Survey contact;

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